



TORQ Analysis of First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand to Shipping, Receiving, and Traffic Clerks




INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	53-1021.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:


















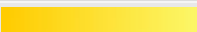



90

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level		93		Level		86		Level		91	
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Perceptual Speed	39	13	50	Reading Comprehension	61	7	74	No Knowledge Upgrades Required!			
Speech Recognition	48	2	56	Active Listening	61	3	75				
				Speaking	59	1	70				

LEVEL and IMPT (IMPORTANCE) refer to the Target Shipping, Receiving, and Traffic Clerks. GAP refers to level difference between First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand and Shipping, Receiving, and Traffic Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Shipping, Receiving, and Traffic Clerks	Importance
Written Comprehension	51 	46 	62 
Oral Expression	55 	51 	62 
Problem Sensitivity	51 	41 	62 
Oral Comprehension	55 	51 	59 
Information Ordering	53 	44 	59 
Speech Recognition	46 	48 	56 
Speech Clarity	48 	41 	56 



Deductive Reasoning	50			39		53
Category Flexibility	46			39		53
Near Vision	48			48		53
Written Expression	55			42		50
Inductive Reasoning	46			37		50
Perceptual Speed	26			39		50

Skill Level Comparison - Abilities with importance scores over 69

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Shipping, Receiving, and Traffic Clerks	Importance
Active Listening	58		61
Reading Comprehension	54		61
Speaking	58		59
Time Management	69		56

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Shipping, Receiving, and Traffic Clerks	Importance
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Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Shipping, Receiving, and Traffic Clerks	Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Shipping, Receiving, and Traffic Clerks
10+ years	1% <div><div></div></div>	1% <div><div></div></div>	Doctoral	0% <div><div></div></div>	0% <div><div></div></div>
8-10 years	0% <div><div></div></div>	0% <div><div></div></div>	Professional Degree	0% <div><div></div></div>	0% <div><div></div></div>
6-8 years	5% <div><div></div></div>	0% <div><div></div></div>	Post-Masters Cert	0% <div><div></div></div>	0% <div><div></div></div>
4-6 years	15% <div><div></div></div>	0% <div><div></div></div>	Master's Degree	8% <div><div></div></div>	0% <div><div></div></div>
2-4 years	42% <div><div></div></div>	15% <div><div></div></div>	Post-Bachelor Cert	0% <div><div></div></div>	0% <div><div></div></div>
1-2 years	7% <div><div></div></div>	12% <div><div></div></div>	Bachelors	31% <div><div></div></div>	0% <div><div></div></div>
6-12 months	5% <div><div></div></div>	13% <div><div></div></div>	AA or Equiv	5% <div><div></div></div>	17% <div><div></div></div>
3-6 months	1% <div><div></div></div>	0% <div><div></div></div>	Some College	2% <div><div></div></div>	13% <div><div></div></div>
1-3 months	3% <div><div></div></div>	3% <div><div></div></div>	Post-Secondary Certificate	4% <div><div></div></div>	12% <div><div></div></div>
0-1 month	0% <div><div></div></div>	4% <div><div></div></div>	High School Diploma or GED	47% <div><div></div></div>	41% <div><div></div></div>
None	17% <div><div></div></div>	47% <div><div></div></div>	No HSD or GED	0% <div><div></div></div>	14% <div><div></div></div>
First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand			Shipping, Receiving, and Traffic Clerks		
Most Common Educational/Training Requirement:					
Work experience in a related occupation			Short-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed		



Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Core Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Assess training needs of staff; then arrange for or provide appropriate instruction.
- Check specifications of materials loaded or unloaded against information contained in work orders.
- Collaborate with workers and managers to solve work-related problems.

Shipping, Receiving, and Traffic Clerks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures,



- Conduct staff meetings to relay general information or to address specific topics such as safety.
- Counsel employees in work-related activities, personal growth, and career development.
- Estimate material, time, and staffing requirements for a given project, based on work orders, job specifications, and experience.
- Evaluate employee performance, and prepare performance appraisals.
- Examine freight to determine loading sequences.
- Inform designated employees or departments of items loaded, and problems encountered.
- Inspect equipment for wear and for conformance to specifications.
- Inspect job sites to determine the extent of maintenance or repairs needed.
- Inventory supplies, and requisition or purchase additional items as necessary.
- Participate in the hiring process by reviewing credentials, conducting interviews, and/or making hiring decisions or recommendations.
- Perform the same work duties as those whom they supervise, and/or perform more difficult or skilled tasks or assist in their performance.
- Plan work schedules and assign duties to maintain adequate staffing levels, to ensure that activities are performed effectively, and to respond to fluctuating workloads.
- Prepare and maintain work records and reports that include information such as employee time and wages, daily receipts, and inspection results.
- Provide assistance in balancing books, tracking, monitoring, and projecting a unit's budget needs, and in developing unit policies and procedures.
- Quote prices to customers.
- Recommend or initiate personnel actions such as promotions, transfers, and disciplinary measures.
- Resolve personnel problems, complaints, and formal grievances when possible, or refer them to higher-level supervisors for resolution.
- Review work throughout the work process and at completion, in order to ensure that it has been performed properly.
- Schedule times of shipment and modes of transportation for materials.
- Transmit and explain work orders to laborers.

Detailed Tasks

Detailed Work Activities:

routes, and rates.

- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software



- assign work to staff or employees
- communicate technical information
- conduct or attend staff meetings
- conduct training for personnel
- demonstrate or explain assembly or use of equipment
- determine loaded cargo complies with regulations or specifications
- direct and coordinate activities of workers or staff
- establish employee performance standards
- inspect machinery or equipment to determine adjustments or repairs needed
- inspect material moving equipment
- inventory stock to ensure adequate supplies
- maintain file of job openings
- maintain inventory of office equipment or furniture
- maintain job descriptions
- maintain production or work records
- maintain records, reports, or files
- modify work procedures or processes to meet deadlines
- monitor worker performance
- orient new employees
- oversee work progress to verify safety or conformance to standards
- prepare or maintain employee records
- prepare reports
- read blueprints
- read technical drawings
- requisition stock, materials, supplies or equipment
- resolve customer or public complaints
- review schedules to obtain cargo loading information
- schedule activities, classes, or events
- schedule employee work hours
- understand second language
- understand technical operating, service or repair manuals
- use oral or written communication techniques
- verify cargo against shipping papers

Technology - Examples

Electronic mail software

- Microsoft Outlook

Enterprise resource planning ERP software

- Sage Accpac ERP

Human resources software

- Employee scheduling software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- ADi SmartBOL

- AES MailSTAR

- CMS Consultants WorldLink

- DM2 Bills of Lading Software

- Dydacomp Mail Order Manager

- eLading Bill of Lading Software

- FedEx Ship Manager

- Freight+ software

- Harvey software

- Kewill Clippership

- Kewill Javelin Distribution Ship

- Pitney Bowes ShipStream Manager

- Precision TRA/X

- Shipping and freight management software

- Universal Parcel Shipping UPS software

- UPS Intelliverse

- UPS WorldShip

- Varsity ShipSoft Supply Chain Execution Suite

- WindowBook Postal Package Partner

Optical character reader OCR or scanning software

- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order



Inventory management software

- Inventory control software
- Warehouse management software

Office suite software

- Microsoft Office

Spreadsheet software

- Microsoft Excel

Time accounting software

- Time and attendance software

Word processing software

- Microsoft Word

Tools - Examples

- Barcode scanners
- Tape guns
- Desktop computers
- Dollies
- Forklifts
- Glue guns
- Claw hammers
- Handtrucks
- Power hoists
- Hydraulic jacks
- Hoisting hooks
- Personal computers
- Hand planes
- Power saws
- Hand saws
- Scaffolding
- Material-hoisting slings
- Utility knives
- Hydraulic winches
- Overhead cranes
- Banding machines

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums
- Fixed radio frequency identification device
RFID readers



Labor Market Comparison

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Shipping, Receiving, and Traffic Clerks	Difference
Median Wage	\$ 34,540	\$ 26,320	\$ (8,220)
10th Percentile Wage	\$ 20,140	\$ 17,090	\$ (3,050)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 43,730	\$ 31,310	\$ (12,420)
90th Percentile Wage	\$ 52,080	\$ 37,710	\$ (14,370)
Mean Wage	\$ 35,450	\$ 26,780	\$ (8,670)
Total Employment - 2007	1,160	2,660	1,500
Employment Base - 2006	1,153	2,647	1,494
Projected Employment - 2016	1,278	2,623	1,345
Projected Job Growth - 2006-2016	10.8 %	-0.9 %	-11.7 %
Projected Annual Openings - 2006-2016	37	63	26

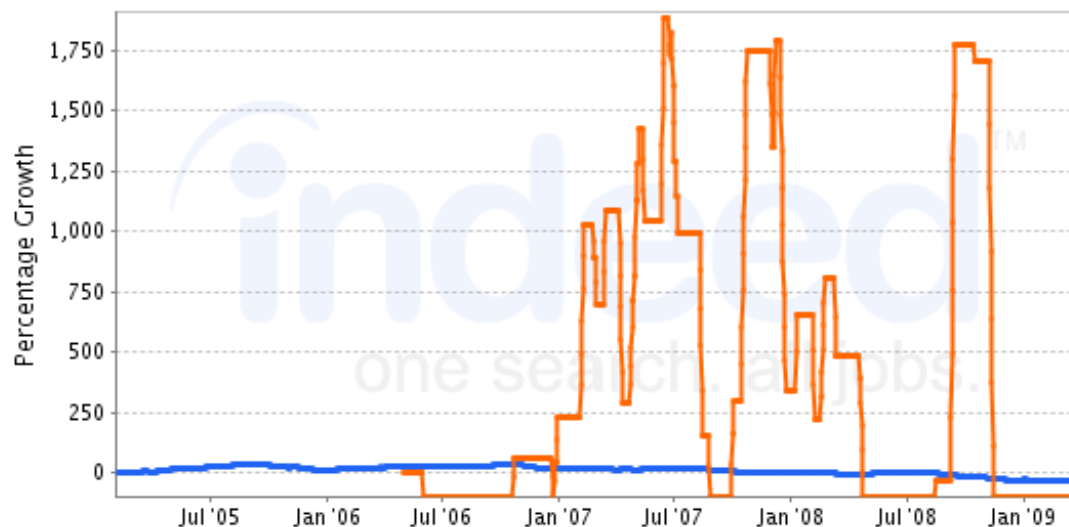
National Job Posting Trends

Trend for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Trend for Shipping, Receiving, and Traffic Clerks

Job Trends from Indeed.com

— Material Mover Supervisor — Shipping Receiving Clerk



Data from [Indeed](#)**Recommended Programs****General Office/Clerical and Typing Services**

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Traffic, Customs, and Transportation Clerk/Technician

Traffic, Customs, and Transportation Clerk/Technician. A program that prepares individuals to perform duties associated with managing revenue-based transportation services, such as toll roads and waterways, and to assist in the dispatch and control of fleet-based traffic for businesses and public services. Includes instruction in such subjects as record-keeping; operation of communications equipment; basic transportation operations management; revenue collection and change-making; and applicable laws, policies, and procedures.

No schools available for the program

Maine Statewide Promotion Opportunities for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
53-1021.00	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	100	3	1,160	\$34,540.00	\$0.00	11%	37
11-3071.02	Storage and Distribution Managers	90	3	710	\$62,270.00	\$27,730.00	5%	25
11-9131.00	Postmasters and Mail Superintendents	90	3	420	\$55,200.00	\$20,660.00	-5%	10
43-5011.00	Cargo and Freight Agents	90	2	170	\$40,360.00	\$5,820.00	5%	5
43-5061.00	Production, Planning, and Expediting Clerks	87	2	1,320	\$38,490.00	\$3,950.00	-1%	35
11-3011.00	Administrative Services Managers	87	4	1,090	\$56,630.00	\$22,090.00	5%	34
13-1071.01	Employment Interviewers	87	3	610	\$41,200.00	\$6,660.00	10%	19
13-2071.00	Loan Counselors	87	4	60	\$35,110.00	\$570.00	-3%	1
11-3071.01	Transportation Managers	87	3	710	\$62,270.00	\$27,730.00	5%	25
43-5051.00	Postal Service Clerks	87	2	580	\$44,780.00	\$10,240.00	-3%	13



13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$9,360.00	8%	23
41-1012.00	First-Line Supervisors/Managers of Non-Retail Sales Workers	86	4	930	\$55,220.00	\$20,680.00	-1%	19
41-3031.02	Sales Agents, Financial Services	86	4	0	\$65,230.00	\$30,690.00	5%	33
11-3042.00	Training and Development Managers	86	4	140	\$66,670.00	\$32,130.00	7%	4
11-9051.00	Food Service Managers	86	3	1,150	\$43,490.00	\$8,950.00	2%	45

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%

Top Industries for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Warehousing and storage	493100	9.37%	17,045	22,766	33.57%



Couriers	492100	6.22%	11,319	12,163	7.46%
Other automotive repair and maintenance	811190	5.49%	9,982	15,899	59.27%
General freight trucking	484100	3.87%	7,038	7,960	13.11%
Grocery and related product wholesalers	424400	3.60%	6,553	7,166	9.35%
Grocery stores	445100	2.17%	3,951	4,310	9.11%
Building material and supplies dealers	444100	2.08%	3,784	4,836	27.79%
Miscellaneous durable goods merchant wholesalers	423900	1.90%	3,466	3,979	14.80%
Miscellaneous nondurable goods merchant wholesalers	424900	1.59%	2,894	3,146	8.72%
Local government, excluding education and hospitals	939300	1.53%	2,782	3,125	12.34%
Lumber and other construction materials merchant wholesalers	423300	1.52%	2,771	3,183	14.86%
Specialized freight trucking	484200	1.51%	2,742	3,088	12.64%
Wholesale electronic markets and agents and brokers	425100	1.44%	2,628	2,983	13.48%
Plastics product manufacturing	326100	1.41%	2,567	2,721	6.00%
Employment services	561300	1.27%	2,316	2,931	26.56%